

PMTS04 workshop, a. y. 2021-2022

A Rebirth in the Alps. Hosts & tourists among web strategies and territorial management

The 2021-2022 edition of the PMTS04 workshop at the University of Bergamo involved seven students attending the final year of the Master Course in Planning and Management of Tourism Systems, an **association** among family accommodations in the province of Bergamo, and three Destination Management Organizations (**DMOs**) in the same area. It held its first meeting on November 2, 2021 and its final one on February 22, 2022, totalizing 18 meeting hours.

Day-by-day communication was maintained through the private Facebook group UniBg Bergamo Alps Team 2022 (https://www.facebook.com/groups/unibgalps2022). All workshop's material – the final presentation included – have been shared in a **Google Drive repository** which is freely available to everyone interested (https://drive.google.com/drive/folders/1w1JjUZTj06fE0W_iIYF9z2ZaT_3pRYCK).

In view of the pandemic situation and the participants' choice, most meetings were held on line. Participants, however, organized voluntary trips – both individual and in groups – to explore the involved destinations and keep in touch with the **Bergamo B&B and Co.** association (https://www.bbbergamo.info/), and the relevant DMOs, namely **Altobrembo** (https://www.altobrembo.it/), **VisitBrembo** (https://www.visitbrembo.it/), and **PromoSerio** (https://www.valseriana.eu/).

The workshop was designed as early as in July 2021 by a visiting professor, Roberto Peretta, as a redeveloped edition of the PMTS04 workshop, a .y. 2020-2021, which involved the same territorial entities and is extensively reported in a dedicated chapter (Peretta R., Cuomo, M., Rovelli, L. & Milesi, G.. Addressing the challenges of DMOs in the Italian Alps through CBL in a time of pandemic) of *The Emerald Handbook of Challenge-Based Learning* published in 2022. In fact, the workshop was purposefully designed as a case of **Challenge-Based Learning**, where the territorial entities would be involved, rather than as study fields, as subjects of challenges that the workshop would engage in.

Group 1: Davide Struček & Giada Martinelli - Altobrembo

Struček and Martinelli had a collaboration with **Altobrembo**, which is the DMO of Alta Val Brembana or Upper Brembana Valley.

Altobrembo is a tourism promotional association which unites the municipalities of Averara, Cassiglio, Cusio, Mezzoldo, Olmo al Brembo, Ornica, Piazza Brembana, Piazzatorre, Piazzolo, Santa Brigida and Valtorta. Altobrembo also includes other members like tour operators, traders, artisans, farms and associations involved in tourism at local level.

The macro topic during the workshop was **Terre dei Baschenis**, a brand adopted to indicate a series of municipalities located in the Upper Brembana Valley which keep frescoes made by the Baschenis, a dynasty of painters. The family originated from Santa Brigida, and began to leave traces of their work in villages like Cusio, Ornica, Cassiglio and Santa Brigida starting from the 15th century. Several frescoes by the Baschenis can still be admired in the area.



Altobrembo has decided to promote Terre dei Baschenis in view of the Bergamo-Brescia Italian Capitals of Culture 2023 project, with the aim to use the Baschenis frescoes as an instrument to disclose the Upper Brembana Valley and encourage tourists to visit these small and quite unknown villages.

According to the association's request, Struček and Martinelli produced two interviews and a digital map.

The **interviews** were aimed at promoting the Upper Brembana Valley. Struček and Martinelli had the pleasure to interview **Tosca Rossi** and **Ugo Manzoni**, the first being a qualified tourist guide since 1998 and founder of the Terre di Bergamo brand, and the latter a contributor to the Terre dei Baschenis project. They gave relevant information and were very positive towards the future of the Bergamo-Brescia 2023 project. Both interviews, subtitled in English, are available in mp4 format at the aforementioned Google Drive repository (https://drive.google.com/drive/folders/1w1JjUZTj06fEOW_iIYF9z2ZaT_3pRYCK).

The digital interactive **map** is intended to show the geographic position of all the works attributed to the Baschenis dynasty in the area up to this day. The map was developed using QGis, a software through which a multi-layered map was created – one layer indicating the buildings where the works are located, and another the works' titles, dates and authors. The map will be uploaded on the official Altobrembo website.

A complete list of the relevant works, that Struček and Martinelli produced and commented, follows.

CASSIGLIO

<u>Data</u> : 1570-1580	<u>Date</u> : 1570-1580
Luogo: Chiesa Parrocchiale di San Bartolomeo apostolo	Place: Parish Church of Saint Bartholomew the Apostle
Autore: Cristoforo III Baschenis il Vecchio	Author: Cristoforo III Baschenis il Vecchio
<u>Nome</u> : Danza Macabra	Name: Danse Macabre
Descrizione : La danza macabra è tra gli esempi più impressionanti di questo lugubre genere. I personaggi in corteo sono posti su due file, danzando in una sorta di corteo rettilineo nel quale, tenendosi per mano, si alternano viventi e scheletri. Nella fila superiore, al centro, spicca uno scheletro scatenato, che si agita in modo convulso, preso dalla foga del ballo, mostrando le articolazioni delle ossa.	Description : Danse Macabre is one of the most amazing examples of this gloomy genre. The characters in the cortège are placed in two different lines; they are dancing in a kind of straight procession where, holding hands living people and skeletons alternate. In the top row, in the centre, an unchained skeleton stands out. He fidgets in a disconnected way, completely taken by the dance, showing its joints of the bones.

CUSIO

<u>Data</u> : 1583	<u>Date</u> : 1583
Luogo: Oratorio di San Giovanni Battista	Place: Oratory of Saint John the Baptist
Autore: Cristoforo IV Baschenis il Giovane	Author: Cristoforo IV Baschenis il Giovane
<u>Nome</u> : Annunciazione, Dio Padre e angeli con i simboli della Passione, Storie del Battista	<u>Name</u> : Annunciation, God the Father and angels with the Symbols of the Passion, Stories of Saint John the Baptist
Descrizione: Nella chiesa è conservato un ciclo di affreschi che ornano l'arco trionfale e il presbiterio. Si tratta di semplici scene ad opera di Cristoforo Baschenis, detto il Giovane. Nell'arco trionfale è rappresentata l'Annunciazione e sul presbiterio scene della vita di San Giovanni, oltre le figure di Santa Maria Maddalena, Santa Margherita, San Francesco e Sant'Antonio.	Description : The church houses a cycle of frescoes that adorn the triumphal arch and the presbytery. These are simple scenes by Cristoforo Baschenis, known as the Younger. The Annunciation is represented in the triumphal arch and it is possible to see scenes from the life of Saint Giovanni on the presbytery, as well as the figure of Saint Maria Maddalena, Saint Margherita, Saint Francesco and Saint Antonio.



ORNICA

Data: 1485	<u>Date</u> : 1485
Luogo: Chiesa Parrocchiale di Sant'Ambrogio Vescovo	Place: Parish church of Saint Ambrose the Bishop
Autore: Angelo Baschenis	Author: Angelo Baschenis
<u>Nome</u> : Cristo in maestà e angeli, Dottori della Chiesa, Assunzione di Maria.	<u>Name</u> : Christ in Majesty and angels, Doctors of the Church, Assumption of the Virgin
Descrizione: L'opera di Angelo Baschenis è affrescata nella volta della sagrestia della chiesa. Esso rappresenta uno degli esempi più significativi delle opere che hanno lasciato sul territorio i pittori Baschenis. Le figure sono raggruppate in quattro settori, corrispondenti alle quattro vele della volta gotica a crociera. Nelle due vele maggiori sono presenti il Cristo Pantocratore fra quattro angeli e la Madonna assunta fra angeli. Le altre due vele rappresentano i quattro Dottori della Chiesa: Ambrogio, Agostino, Girolamo e Gregorio Magno con i simboli dei quattro evangelisti.	Description : Angelo Baschenis' artwork is frescoed on the vault of the sacristy of the church. It represents one of the most significant examples of the art works that Baschenis painters left on the territory. The figures are grouped into four sectors, corresponding to the four rib vaults of the gothic cross vault. In the two major rib vaults, there are <i>Christ Pantocrator</i> between four angels and <i>the Virgin Mary</i> assumed among angels. The other two rib vaults represent the four Doctors of the Church: <i>Ambrose, Augustine, Jerome</i> and <i>Gregory the Great</i> with the symbols of the four evangelists.

SANTA BRIGIDA

<u>Data</u> : 1541	<u>Date</u> : 1541
Luogo: Oratorio di San Lorenzo	Place: Oratory of Saint Lawrence
Autore: Simone II Baschenis	Author: Simone II Baschenis
<u>Nome</u> : Madonna con il bambino in trono tra i santi Lorenzo e Rocco	Name: Madonna and Child Enthroned among Saints Lawrence and Roch
Descrizione : Nella scena dipinta si trova al centro la Madonna con il bambino, su un trono coperto da un drappo di broccato d'oro, mentre viene incoronata da due angioletti in volo in alto. Ai lati ci sono i santi Lorenzo e Rocco, mentre altri due angioletti musici sono seduti sul gradino dell'altare.	Description : In the painted scene, the Virgin Mary with the child is in the centre, on a throne covered with a gold brocade cloth, while she is crowned by two little angels flying high. On the sides, there are Saints Lawrence and Roch, while two other musical angels are seated on the altar step.
<u>Data</u> : 1490 - 1495	<u>Date</u> : 1490 - 1495
Luogo: Santuario della Madonna Addolorata	Place: Shrine of Our Lady of Sorrows
Autore: Cristoforo II Baschenis	Author: Cristoforo II Baschenis
<u>Nome</u> : Cristo in maestà, Dottori della Chiesa, Crocifissione, storie di San Nicola da Tolentino	<u>Name</u> : Christ in Majesty, Doctors of the Church, Crucifixion of Jesus, Stories of Saint Nicholas of Tolentino
Descrizione : In questa chiesa la famiglia Baschenis registrava per lo più i suoi atti anagrafici. La cappella originaria risale al X secolo ed ha subito varie trasformazioni nel corso degli anni. All'interno della chiesa sono presenti alcuni affreschi di Cristoforo II Baschenis.	Description : In this church the Baschenis family mostly recorded their registry documents. The original chapel dates back to the 10th century and it has undergone various transformations over the years. Inside the church, there are some frescoes by Cristoforo II Baschenis.



VALTORTA

<u>Data</u> : 1529	<u>Date</u> : 1529									
Luogo: Oratorio di Sant'Antonio Abate alla Torre	Place: Oratory of Saint Anthony the Abbot from the Tower									
Autore: Cristoforo II Baschenis	Author: Cristoforo II Baschenis									
Nome: Storie di Sant'Antonio Abate	Name: Stories of Saint Anthony the Abbot									
Descrizione : Gli affreschi sono posizionati in riquadri che decorano il presbiterio e sono dedicati alla vita di Sant'Antonio Abate. Si tratta di una sequenza che narra le storie del santo, titolare della chiesa. I riquadri sono piuttosto piccoli e sono accompagnati da una numerazione e didascalie in italiano, posizionate sopra al riquadro.	Description : The frescoes are placed in squares that decorate the presbytery and they are dedicated to the life of Saint Anthony the Abbot. It is a sequence that tells the stories of the saint, owner of the church. The boxes are quite small, and they are accompanied by a numeration and captions in Italian, located above the box.									
<u>Data</u> : 1529	Date: 1529									
Luogo: Oratorio di Sant'Antonio Abate alla Torre	Place: Oratory of Saint Anthony the Abbot from the Tower									
Autore: Simone II Baschenis	Author: Simone II Baschenis									
 <u>Nome</u>: Incoronazione di Maria, Madonna con il bambino in trono tra i santi Antonio Abate e Rocco, crocifissione tra i santi Rocco e Sebastiano, Cristo in pietà, Natività <u>Descrizione</u>: Sono affreschi assegnati a Simone II Baschenis, che si trovano sul grande arco che attraversa la chiesa fronteggiando il presbiterio. Sono opere datate al 20 novembre 1529. Sono raffigurate varie scene che non tracciano propriamente un ciclo cristologico. 	Name: Coronation of the Virgin, Madonna and ChildEnthroned among Saints Anthony the Abbot and Roch,Crucifixion of Jesus among Saints Roch and Sebastian, Christ inPiety, NativityDescription: The frescoes, assigned to Simone II Baschenis, arelocated on the large arch that crosses the church in front ofthe presbytery. The works are dated November 20, 1529.Many scenes, that do not properly trace a Christological cycle,are depicted.									
<u>Data</u> : 1529	<u>Date</u> : 1529									
Luogo: Oratorio di Sant'Antonio Abate alla Torre	Place: Oratory of Saint Anthony the Abbot from the Tower									
<u>Autore</u> : Simone II Baschenis	<u>Author</u> : Simone II Baschenis									
<u>Nome</u> : Polittico con Madonna con il bambino in trono tra Sant'Antonio Abate e San Lorenzo, Pietà tra Sant'Ambrogio e Santa Caterina d'Alessandria, Dio padre e angeli, Redentore e dodici apostoli	<u>Name</u> : Polyptych with Madonna and Child Enthroned among Saints Anthony the Abbot and Lawrence; Piety among Saints Ambrose and Catherine of Alessandria; God the Father and angels; The Redeemer and the Twelve Apostles									
<u>Descrizione</u> : L'opera fa parte di questo oratorio, ma oggi è custodita nella chiesa parrocchiale di Valtorta, nel centro del paese. È un polittico poco studiato e in genere ritenuto un'opera modesta e periferica.	Description : The artwork is part of the oratory, but is currently kept in the parish church of Valtorta, in the village centre. It is a little studied polyptych and generally considered a modest and peripheral work.									

The work for Altobrembo was run always keeping in mind that the ultimate goals were to increase awareness of the territory and facilitate the access to it – albeit virtually. It must be remembered, in fact, that a consideration of the site before the visit is an important phase in the process of tourism planning. The video interviews contributed in reaching the first goal, while the digital map is useful for the latter. The work wasn't without difficulties, however: Struček and Martinelli couldn't do all the interviews they planned and, because of the COVID situation, couldn't record in presence but only via online meetings. Secondly, a lack of professional competence in digital mapping meant that the interactive map might require improvement in the future.



Group 2: Mattia Bosatelli & Simona Chiumiento - Bergamo B&B and Co.

Bosatelli and Chiumiento worked together with the Bergamo B&B and Co. association in order to complete some projects proposed by the association.

Bergamo B&B and Co., which was established in 2013, connects non-hotel accommodations in Bergamo and the province willing to valorise familiar hospitality in close connection with the territory and its culture, and improve personal relationship with guests. This results from a path of sensibilization, and is intended to promote union among all non-hotel accommodations in the area of Bergamo.

Its objectives include promoting and developing the solidarity and the associationism among B&B operators and other structures, supporting them in the management of the activity. It wants to promote meetings for the sensibilization and the formation of operators, and to promote the territory and products coming from Lombardy trying to encourage the knowledge of the territory and the valorisation of tourism in every form.

The first challenge accepted was in collaboration with Villa Enrica, a B&B in Sotto II Monte, a village in the heart of Isola Bergamasca and the birthplace of Pope John XXIII. Bosatelli and Chiumiento cooperated with Roberta Decio, the owner of Villa Enrica, in two projects.

The first project required producing an itinerary on izi.TRAVEL (https://www.izi.travel/), a platform which allows creating georeferenced audio guides to visitor attractions, with a map and a recorded spoken commentary best enjoyed through a handheld device. The itinerary would allow tourists to get to know Sotto il Monte under a different perspective, far from the classical association with Pope John XXIII. The goal was to discover places known only by residents and valorise them in a tourism perspective. The resulting itinerary (https://www.izi.travel/en/a3cb-sotto-il-monte-more-than-papa-giovanni-xxiii/en) will be used by Decio for her guests, to give them the chance to see more than classical places in Sotto il Monte. The intention behind this work was to promote local tourism and attractions, trying to give them a boost.

Cosa VEDERE? Abbazia Sant'Egidio in Fontanella (8 minuti in auto) Cappella della Pace (4 minuti a piedi) Casa del Pellegrino (6 minuti in auto) Casa natale Papa Giovanni XXIII (7 minuti a piedi) Museo del Falegname (20 minuti in auto) Ponte San Michele (13 minuti in auto) Rotonda di San Tomè (20 minuti in auto) La Torre del Sole 035621515 In città ci sono molte possibilità di gustare un buon pasto potendo scegliere tra varie strutture. Eccone alcune: Ristorante Ca' Maitino 03519840774 (1 minuto a piedi) Hostaria Don Lisander 035 798949 (4 minuti a piedi) Agriturismo Casa Clelia 035799133 (10 minuti a piedi) Il Baretto 347 386 2908 (1 minuto a piedi)

GIOVANNI XXIII

SOTTO IL MONTE

- Kartodromo Curno 035618647
- Parco delle Cornelle 035527640
- Teatro Giovanni XXIII 0354360046
- Traghetto Leonardesco 3922999771

Come ARRIVARE?

- GUIDOO, Taxi Privato 3355871528
 - Taxi Bergamo Trasferimento
 - 3405736145
 - Autoservizi Locatelli 03519366

Figure 1. The flyer for Villa Enrica in Sotto il Monte



The second project in collaboration with Villa Enrica was about producing an illustrative **flyer** (Figure 1), that Decio would attach as a pdf file to every booking confirmation. The idea was to inform guests about what to do in Sotto il Monte, where to eat, and how to reach the most important places in Bergamo.

The **second challenge** accepted by Bosatelli and Chiumiento involved **La Tana del Tasso**, a B&B located in the village of **Cornello dei Tasso** in the Brembana Valley, and its owner **Erika Locatelli.** The goal was to identify a potential target segment of philatelists, to understand who might belong to such a segment, their habits, their trends, and their spending capacity. The research was triggered by the proximity – in a hamlet like Cornello – of the B&B and the local **Museo dei Tasso e della Storia Postale**, a small museum which retraces the story of the local Tasso family (also known as Taxis, for their centuries-old connection with the Habsburgs' empire) and their fundamental role in developing the very first mail system ever established. To perform the research, Bosatelli and Chiumiento cooperated with exponents of the philatelic sector, interviewing Fabio Bonacina, director of the Museo dei Tasso e della Storia Postale, and Michele Bernardi, in charge of communication for the Circolo Filatelico Bergamasco and a student of economics at the University of Bergamo. The idea was to help Locatelli in understanding whether philatelists might really be a target segment for the B&B. The work was challenging, because Bosatelli and Chiumiento didn't know anything about the philatelic and this sector, and no definitive conclusions have been reached to date.

The group also cooperated with the Museo dei Tasso e della Storia Postale in trying to answer questions related to the opportunity to include philatelists among the targets. The museum is currently mainly addressed to family tourism, and it's important for them to know if philatelists might be interested, too.

According to Bosatelli and Chiumiento, all the projects proved to be challenging and stimulating, and were completed in cooperation with local actors that proved to be well managed and organised. Though the work to be done is still much, the workshop looked to be on the right track.

Group 3: Irene Rovelli & Beatrice Spinelli - VisitBrembo

VISIT BREMBO AND THE REBIRTH OF THE VIA PRIULA

1. THE VISITBREMBO ASSOCIATION

VisitBrembo is a non-profit promotion association that includes 37 municipalities, economic operators, and various local promotion associations. Together with these authorities, it aims to raise awareness about the heritage (not only the artistic and cultural one but also the landscape and the human side) of the territories of the **Brembana Valley**, trying not to value them individually but on the contrary in a perspective of communion. Moreover, it also has the purpose of carrying out all the communication and support activities for tourism. With these objectives in mind, on the advice of the association's director, Elena Riceputi, it was decided to focus the work specifically on the historic **Via Priula**.

2. THE HISTORY OF THE ROAD

A symbol of the opening of the Brembana Valley to European influences, the Via Priula was a road built from 1592, during the Venetian rule over and north-eastern Italy, to connect **Bergamo** to the **Valtellina** and Grisons without passing through the territories of the Duchy of Milan. It was travelled by merchants, artists and ordinary people who moved from one place to another in search of work, luck or a change. It had to meet the new economic and strategic expectations of the Venetian government by placing itself as an international itinerary. In this way, the Republic of Venice, in open competition with Milan, strengthened commercial relations with the countries of the Alps, Germany, and Flanders. The road started from Porta San Lorenzo in **Città Alta** (the Upper Town in Bergamo), went up the valley partially following the course of the Brembo river, reached Passo San Marco (the San Marco Pass), and finally descended in Valtellina.



3. THE OBJECTIVES

Taking up the general objective of the workshop, explained in the title itself "A rebirth in the Alps", Rovelli's and Spinelli's intention wad to give back to this road, and to all the municipalities that it includes, the historical importance that has been lost over the years.

At first, agreeing with Elena Riceputi, the group worked on the contents of the official website (https://www.visitbrembo.it/) related to the Via Priula, providing information about its history, original traits, and useful information for tourists, like weather conditions, transport, accommodation, and the best times to visit, etc. To do this, the collaboration with Albano Marcarini, a renowned researcher, cartographer, and author of the book *La strada Priula e la via Mercatorum*, was fundamental. Since the Via Priula is not well known and not very present on the Web, an expert help in providing reliable documentation was very useful to understand the history, the various paths, and the current role of the road. Marcarini also suggested opening a Facebook page entitled to the Via Priula (https://www.facebook.com/laviapriula), with the aim of spreading the knowledge of the road and its territories by sharing content and general information. The page was created by the workshop's designer and initially managed together with Rovelli and Spinelli, with the intention of leaving it successively to the management of VisitBrembo.

Once the historical and informative sections were completed, the work was then dedicated to propose some **stage itineraries**, always at the suggestion of Elena Riceputi. The section of Via Priula taken into consideration is the one starting from Bergamo to reach the San Marco Pass, divided into five stages:

- 1. from Bergamo to Ville d'Almè (Figure 2),
- 2. from Villa d'Almè to Zogno,
- 3. from Zogno to Piazza Brembana,
- 4. from Piazza Brembana to Mezzoldo,
- 5. from Mezzoldo to Passo San Marco.

Each of the stages provides:

- a detailed description of the route to be followed and its conditions;
- a table indicating points of departure and arrival, journey time, length of the journey, altitude and elevation gain, the signs to follow, and the recommended period for the visit;
- the main points of interest;
- places to stop and refreshment;
- information on the possibility of renting bicycles;
- a table showing the bus lines to and from the points of departure and arrival of the various stages, considering the city of Bergamo as a reference point.

4. RESULTS AND CRITICAL ISSUES

Proposing the itineraries presented the most critical issues, both because some sections of the historical route have been turned into provincial roads, making a possible pedestrian route difficult, and because of the lack of a path tracing (although, as Elena Riceputi informed us, a GPS tracking should take place in the early months of 2022 thanks to some experienced hikers). Moreover, it's important to keep in mind the fact that some sections are also difficult to travel considering the altitude and the climatic conditions.

For what concerns instead the Facebook page, we noticed that the page is growing. However, although the number of follow-ups and interactions is increasing, it is necessary to continue working to keep the page up to date and encourage as many people as possible to follow it and re-share its content.



Department of Foreign Languages, Literatures and Cultures Master Course in Planning and Management of Tourism Systems

ITINERARIES FOR VISITBREMBO: "REDISCOVERING THE VIA PRIULA" from Bergamo to Passo S. Marco FIRST STAGE - FROM BERGAMO TO SOMBRENO	a score of 4.4 stars on Possibility of bike https://www.ciclip	ma di Sombreno Valbona, 81, 24010 Ponteranica I	BG - 035.572236), good reviews with transport line:
	Departure	Destination	Bus line
(Source: https://www.bergamowalls.com/)	Bergamo – Piazza Marconi	Sombreno	10 (25 bus stops)
Route description: Start from the historic starting point of the Via Priula in the city of Bergamo, near Porta San Lorenzo. After passing the Valverde area, you can continue along the cycle-pedestrian paths (the 'Greenway del Moría e della Quisa') towards the valley of Moría, reaching the municipality of Almé and the Imagna Valley. Continue along the Greenway della Quisa to reach the town of Sombreno, from whose sanctary you can admire the view of the foothills. From this point,	Bergamo station	Villa D'Almè	9 (26 bus stops)
in order to reach the town of Villa d'Almè, you have to walk along the pedestrian path along the municipal streets. Route conditions: paved roads and cycle-pedestrian paths. POINTS OF DEPARTURE AND From Bergamo (Upper Town) to Villa d'Almè TRAVEL TIME 2 hours and 45 minutes PATH LENGTH 10.0 km ALTITUDE From 249 to 300 meters DIFFERENCE IN HEIGHT About 90 meters			

Figure 2. The first stage along the Via Priula as proposed by the workshop

Group 4: Roberto Peretta & Alice Maj - PromoSerio

PromoSerio is the local development agency that deals with the promotion and communication of tourism in the **Val Seriana** and Val di Scalve. It is a non-profit association based in Ponte Nossa.

The workshop's designer took care of providing

- 1. a collection of data retrieved from the Travel Appeal platform about the perceived sentiment of the city of Clusone in July and August 2021, as PromoSerio asked
- a collection of data personally retrieved from the main social platforms according to the keywords "#clusone", "Turismo Pro Clusone TPC", "Clusone Comune", "#VisitClusone" and "ValSeriana e Val di Scalve" from December 1st, 2021 to January 31, 2022, organized in an Excel file.

As for point 1., the question about the Travel Appeal platform has dealt with the reliability of its data. In fact, the Travel Appeal platform provides percentages of evaluated sentiment by POI according to time intervals, without detailing the relevant sources or the sentiment evaluation criteria. Yet, by comparing data for the same time interval (July and August 2021) retrieved from the Travel Appeal platform by the workshop's designer with data directly retrieved from the main social platforms by Emma Pennati, an intern at PromoSerio, the conclusion was reached that data from Travel Appeal are reliable. As for the sentiment evaluation criteria, however, it was noticed that the high sentiment percentages reported by Travel Appeal are based on considering every "share" as positive, though sharing is about engagement and not about sentiment.



Detailed results follow, and are available in xlsx format in the Google Drive repository.

Point of Interest	Туре	Contents	Sentiment	Point of Interes
Planetary clock Fanzago	Attraction	173	93.67	MAT - Museo Ar
Ristorante San Lucio	Restaurant	169	90.53	Casa vacanze M
Adventure in Pineta Park	Attraction	156	94.53	Paradiso18
Braceria Pizzeria La Spessa	Restaurant	117	88.24	Bar Km ZERO
Agriturismo Larice	Farm House	112	96.58	Oratory of Discip
Minuscoli	Bar	106	88.18	Danza Macabra
Busgarina	Bar	93	84.52	Chiesa dei Santi
Antica Locanda	Hotel	80	92.7	B&B Bel Durmì (
Mas-ci'	Restaurant	76	89.94	Bricconbacco Di
Leroi Di Clusone	Bar	67	89.4	Magic Bar
Trattoria Dei Portici	Restaurant	63	93.33	Bar Sport - Bocc
Pineta	Pizzeria	62	82.52	Panificio dell'Oro
ZY樱花Ristorante sushi	Restaurant	62	81.59	Appartamento C
La Campagnola	Pizzeria	52	96.83	Bar Bis
Trattoria II Gatto E La Volpe	Restaurant	48	91.24	Bar Punto
Piccolo Bar di Laura	Bar	48	89.9	Bar Moderno
Hotel Ambra	Hotel	48	90.44	Caffe Fanzago
La Brasca	Restaurant	46	89	Pizzeria Gastron
Agriturismo Cascina Lama	Restaurant	45	78.47	Ospitalità Clusor
Ristorante Pizzeria Morgan'S	Restaurant	43	85.03	Casa vacanze in
B&B Angela	B&B	40	98.66	Piccolo appartan
Isacco Bistrot	Restaurant	39	91.79	Bilocale in centro
Bar Cadillac	Bar	35	89.71	Caffè dal Mondo
B&B Del Centro	B&B	34	95.68	Morgan's
Caffè Commercio	Bar	33	85.3	Vinacoteca
Hamburger e piadine -Non solo Burger	Restaurant	32	92.97	Roccolo Tomma
Selzcafe	Restaurant	29	86.9	Cascina Marculir
Campeggio Clusone Pineta	Camping	27	81.91	Cascata del Fon
Osteria Selva	Restaurant	22	99.55	Bosco incantato
Le Volte Cafe	Bar	22	91.07	Chiesa di Sant'A
Haus 3.5	Bar	21	95.71	Parrocchia Delle
Caffè Manzù	Bar	21	76.19	Aiuola della PAC
pista ciclabile Val Seriana	Park	21	83.81	Chiesa di S.Mari
La Bussola	Hotel	21	91.26	Ristorante Alberg
Albergo Della Posta	Hotel	19	89.08	La Casa di Sara
Cinema Garden Clusone	Cinema	17	88.82	Bilocale su due I
ORIENT EXPRESS PUB	Pub	16	86.97	appartamento in ed escursioni ne
Laghetto Isola Felice	Park	15	89.33	Trilocale ampio e
Minuscoli	Bakery	14	72.86	Bar Mantegazza
Basilica di Santa Maria Assunta	Church	13	93.08	Panificio Balduzz
Minuscoli Srl	Bakery	11	90	Visini Francesco
Bar Haiti	Bar	11	96.36	Caffè del Sole
Kebab Express Clusone	Sandwich Shop	11	70.91	Da Pasquale - P
Bar Avenida	Bar	10	90	Coliseum Sas Di
Bonadei Giuseppe	Bakery	10	98	La Forneria Minu
Bosio	Ice-cream Shop	10	99	La Baracca
Duci	Pastry	10	98	Crazy burger be
Gelateria Havana	Ice-cream Shop	10	88.65	Pista ciclabile Al
Dell'Orologio	Cafe	9	56.67	Laghetto Isola Fe
Gelateria Da Claudio	Ice-cream Shop	9	92.22	Monte Crosio
Chiesa della Beata Vergine del Paradiso	Church	8	95	Oratorio San Gio
L'Artista della Pizza	Pizzeria	7	85.71	Selva Di Gelso
Pausa Caffé	Restaurant	7	98.57	Bed and Breakfa
Osteria da Geppe	Restaurant	7	72.86	Appartamento Pi
Artigiana gelati	Ice-cream Shop	7	90.43	Cottage Casa Fe
Bar Posta	Bar	6	95	Week end e non
Il Giardino di Balduzzi Angelo	Public garden	6	89.17	

	1	1	
Point of Interest	Туре	Contents	Sentiment
MAT - Museo Arte e Tempo	Museum	6	91.67
Casa vacanze Maricò	House Flat	6	93.08
Paradiso18	Restaurant	5	100
Bar Km ZERO	Bar	5	98
Oratory of Disciplini	Museum	5	96
Danza Macabra	Experiences	5	91
Chiesa dei Santi Defendente e Rocco	Church	5	96
B&B Bel Durmì Clusone	B&B	5	92
Bricconbacco Di Rauti Elisabetta Barbara E C. S.A.S.	Bar	4	95
Magic Bar	Bar	4	80
Bar Sport - Bocciodromo	Bar	4	90
Panificio dell'Orologio di Tognon Natalino & C. Snc	Bakery	4	90
Appartamento Clusone	House Flat	4	85.63
Bar Bis	Bar	3	93.33
Bar Punto	Cafe	3	83.33
Bar Nodemo	Bar	3	73.33
Caffe Fanzago	Cafe	3	73.33
Pizzeria Gastronomia II Sottopasso	Pizzeria	3	80
Ospitalità Clusonese	House Flat	3	100
Casa vacanze in campagna	House Flat	3	98.33
Piccolo appartamento a Clusone	House Flat	3	90.33
Bilocale in centro- ai piedi della danza macabra	House Flat	3	90.17
	Cafe	2	93.33
Caffé dal Mondo - Clusone		2	95
Morgan's	Pizza delivery Bar	2	100
Vinacoteca Roccolo Tommaso	Bar Museum		100
		2	100
Cascina Marculina	Attraction		100
Cascata del Fontanino della Mamma	Experiences	2	100
Bosco incantato del Roccolo Zuccone	Park	2	100
Chiesa di Sant'Anna	Church	2	95
Parrocchia Delle Fiorine	Church	2	70
Aiuola della PACE	Park	2	90
Chiesa di S.Maria Maddalena e S.Rocco detta dei Morti nuovi	Church	2	90
Ristorante Albergo La Bussola	Hotel	2	81
La Casa di Sara - Villetta a schiera con giardino	House Flat	2	100
Bilocale su due livelli con noleggio mountain bike	House Flat	2	76.75
appartamento incantevole immerso nel verdezona tranquilla ideale per passeggiate ed escursioni nelle montagne circostanti 2 km dal centro di Clusone	House Flat	2	100
Trilocale ampio e accogliente CIR 016077-CNI-00007	House Flat	2	100
Bar Mantegazza	Bar	1	80
Panificio Balduzzi S.N.C.	Bakery	1	100
Visini Francesco	Bakery	1	100
Caffé del Sole	Bar	1	100
Da Pasquale - Pizza da Asporto loc. Fiorine	Pizza delivery	1	100
Coliseum Sas Di Zanelli Mauro & C.	Bar	1	80
La Forneria Minuscoli	Restaurant	1	90
La Baracca	Bar	1	80
Crazy burger beer&food	Fast food	1	80
Pista ciclabile Alta Valle Seriana	Park	1	100
Laghetto Isola Felice	Lake	1	60
Monte Crosio	Museum	1	100
Oratorio San Giovanni Bosco	Church	1	100
Selva Di Gelso	B & B	1	100
Bed and Breakfast Bel Durmi	B&B	1	26.5
Appartamento Pineta con vista panoramica	House Flat	1	100
Cottage Casa Felice Week end e non soloClusone	Room Rental House Flat	1	100

As for point 2., the workshop's analysis concluded that the sentiment identified was high but mainly due to posts by locals. Encouraging residents to post as a destination community – also through non-social platforms like Tripadvisor and Google – was consequently recommended.

The agreed keywords were searched for in Google, Facebook and Twitter from December 1st, 2021 to January 31, 2022. Posts from Attilio Merati and ValSeriana e Val di Scalve were registered only once, where [#clusone] or [#VisitClusone] mean that the #clusone or #VisitClusone hashtags were also included in the post. Figures for Likes, Followers, Checks-in and TripAdvisor were updated to the last retrieval. Posts' objects were not registered. Keywords in the post were registered for Clusone Comune only. Posts from Clusone Comune clearly posted for residents only were not considered. Detailed results follow, and are available in xlsx format from the Google Drive repository.

#clus	sone										
	Web pages										
20220122	https://www.valseriana.eu/	ValSeriana e Val di Scalve									
20220122	https://www.comune.clusone.bg.it/	Comune di Clusone									
20220122	https://it.wikipedia.org/wiki/Clusone	Wikipedia									
20220122	https://www.tripadvisor.il/Attraction_Review-g1201172- d246674-Reviews-Clusone- Clusone_Province_of_Bergamo_Lombardy.html	TripAdvisor						283 comments	average evaluation 4.5 / last evaluation 20211129		
20220122	https://www.visitbergamo.net/it/dettagli-oggetto/3035-clusone/	VisitBergamo	1								
20220122	https://www.in-lombardia.it/it/turismo-in-lombardia/bergamo- turismo/borghi-bergamo/clusone	inLombardia									
20220122	https://www.bandierearancioni.it/borgo/clusone	TCI Bandiere Arancioni									
20220122	https://www.expedia.it/Clusone.dx6339454	Expedia									
	Facebook profiles			Followers	Posts	Likes	Shares	Comments			
20211202	Simona Visinoni	Simona Visinoni		774	1	118	12	9	bella, magica		
20211218	Simona Visinoni	Simona Visinoni		774	1	35	11	3			
20211220	Attilio Merati	Attilio Merati		46	1	65	0	23			
20211222	Michele Schiavi	Michele Schiavi		818	1	158	0	23			
20211224	Attilio Merati	Attilio Merati		46	1	27	0	30			
20211231	Attilio Merati	Attilio Merati		46	1	6	0	16		auguri	
20220117	Attilio Merati	Attilio Merati		46	1	36	0	24			
20220122	Izabella Teresa Kostka	Izabella Teresa Kostka		1542	1	85	1	7			
20211224	Attilio Merati	Attilio Merati		46	1	27	0	30			
20220125	Attilio Merati [#VisitClusone]	Attilio Merati		46	1	39	0	6			
20220131	Madalina Neacsu	Madalina Neacsu		34	1	58	17	13			
Total					11	654	41	184			



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	Easeback rassa		Likes	Followers	Checks-	Posts	Likes	Shares	Comments	:-)	positive in	2	neutral in Comments	:-(negative in
20211201	Facebook pages	EastLombardy			In	1	26	2	0	,	Comments			`	Comments
20211202	https://www.facebook.com/Clusone-InContrade- 110349378150180/	Clusone InContrade	286	302		3	17	7	0						
20211203	https://www.facebook.com/Clusone-InContrade- 110349378150180/	Clusone InContrade	286	302		2	9	3	0						
20211205 20211207	https://www.facebook.com/Clusone-InContrade- 110349378150180/ https://www.facebook.com/Clusone-InContrade-	Clusone InContrade Clusone InContrade	286 286	302 302		1	6 40	1	0		bello, bravo				
20211208	110349378150180/ https://www.facebook.com/Clusone-InContrade-	Clusone InContrade	286	302		1	14	2	0						
20211209	110349378150180/ https://www.facebook.com/Clusone-InContrade-	Clusone InContrade	286	302		2	28	1	0						
20211209 20211210	110349378150180/ https://www.facebook.com/clusone.berg/ https://www.facebook.com/Clusone-InContrade-	Clusone Berg Clusone InContrade	2805 286	2792 302	6	1	8	2	0						
20211210	110349378150180/ https://www.facebook.com/ValserianaEValDiScalve/	ValSeriana e Val di	34005	35641	795	1	11	2	3				lavoro in remoto,		
20211211	https://www.facebook.com/Clusone-InContrade-	Scalve Clusone InContrade	286	302		2	39	19	1				pandemia		
20211212	110349378150180/ https://www.facebook.com/Clusone-InContrade- 110349378150180/	Clusone InContrade	286	302		2	23	10	2						
20211215 20211217	https://www.facebook.com/abfclusone/ https://www.facebook.com/Clusone-InContrade-	ABF - CFP Clusone Clusone InContrade	2541 286	2663 302	1062	1	50 5	1	0						
20211223	110349378150180/ https://www.facebook.com/Clusone-InContrade- 110349378150180/	Clusone InContrade	286	302		1	7	3	0						
20211223 20211223	https://www.facebook.com/fisibergamo/ https://www.facebook.com/fisibergamo/	FISI Bergamo Piario	2205 585	2382 637	5	1	19 13	12 317	0						
20211223 20211224	https://www.facebook.com/sciclub13fondo/ https://www.facebook.com/Clusone-InContrade-	Sciclub13fondo Clusone InContrade	823 286	869 302	2	1	34 68	2	1						
20211225	110349378150180/ https://www.facebook.com/Clusone-InContrade-	Clusone InContrade	286	302		1	9	1	0						
20211225	110349378150180/ https://www.facebook.com/bricconbacco/	Enoteca birroteca e gastronomia	754	790	152	1	103	1	27						
20211226	https://www.facebook.com/Laura.Benzoni.guida.Bergamo	bricconbacco Laura Benzoni	2974	3188		1	43	8	1		fantastica				
20220106	https://www.facebook.com/jacoposcandellainregione	Storica dell'arte e guida Jacopo Scandella	8425	8614		1	62	0	1						
20220110	https://www.facebook.com/ValserianaEValDiScalve/	ValSeriana e Val di Scalve	34005	35641	795	1	63	28	0						
20220120	https://www.facebook.com/sara.biosmos21 https://www.facebook.com/abfclusone/	Sara consulente Biosmos ARE - CEP Clusone	436 2563	441 2689	1062	1	19 18	0	17						
20220120 20220124	https://www.facebook.com/abicusone/ https://www.facebook.com/Laura.Benzoni.guida.Bergamo/	Laura Benzoni - Storica dell'arte e	2563 2974	3188	1002	1	18	0	0						
20220125	https://www.facebook.com/hillaryesteticaebenessere/	guida di Bergamo Hillary Estetica & Benessere	763	786	98	1	5	2	0						
20220127	https://www.facebook.com/Clusone-InContrade- 110349378150180/	Clusone InContrade	286	287		1	8	9	0						
20220128 20220131	https://www.facebook.com/baccaroluigi https://www.facebook.com/presolanarealestate/	Luigi Baccaro Presolana Real	1384	30k 1415	33	1	34 68	12 6	1						
Total		Estate				43	870	477	70						
	Facebook communities					Posts	Likes	Shares							
20220108	https://www.facebook.com/cheideberghem	Chèi de Bèrghem				1	41	0	0						
	Facebook groups		Members			Posts	Likes	Shares		:-)	positive in Comments	2	neutral in Comments	:-(negative in Comments
00011001															
20211201	https://www.facebook.com/groups/398495697765812/	Sei della Valle Seriana se	4.8k			1	16	5	0						
20211204	https://www.facebook.com/groups/398495697765812/	Seriana se Sei della Valle Seriana se	4.8k			1	77	0	6		etunendo				male organizzato
20211204 20211203	https://www.facebook.com/groups/398495697765812/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei della Valle Seriana se Sei di Clusone se	4.8k 4.8k			1	77 721	0 68	6		stupendo, bello, natalizio				male organizzato costo
20211204	https://www.facebook.com/groups/398495697765812/	Seriana se Sei della Valle Seriana se	4.8k			1	77	0	6		bello, natalizio stupendo,				-
20211204 20211203 20211204	https://www.facebook.com/groups/398495697765812/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei della Valle Seriana se Sei di Clusone se Sei di Clusone se	4.8k 4.8k 4.8k			1	77 721 109	0 68 14	6 63 2		bello, natalizio stupendo, neve, villeggiante bello,				-
20211204 20211203 20211204 20211205	https://www.facebook.com/groups/398455697755812/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei della Valle Seriana se Sei di Clusone se Sei di Clusone se Sei di Clusone se	4.8k 4.8k 4.8k 4.8k 4.8k			1	77 721 109 341	0 68 14 54	6 63 2 16		bello, natalizio stupendo, neve, villeggiante bello, presepe bello,				-
20211204 20211203 20211204 20211205 20211206 20211206 20211207 20211208	https://www.facebook.com/groups/398495697765812/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei del Valle Seriana se Sei di Clusone se	4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k			1 2 1 5 1 3 2	77 721 109 341 137 344 343	0 68 14 54 2 40 20	6 63 2 16 10 12 16		bello, natalizio stupendo, neve, villeggiante bello, presepe bello, nevicata neve, cuore		Consin Monte Driventa		costo
20211204 20211203 20211204 20211204 20211205 20211206 20211207	https://www.facebook.com/groups/398435697765812/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei dala Valle Seriana se Sei di Clusone se	4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k			1 2 1 5 1 3	77 721 109 341 137 344	0 68 14 54 2 40	6 63 2 16 10 12		bello, natalizio stupendo, neve, villeggiante bello, presepe bello, nevicata		Crosio, Monte Polenta. Orologio Museo Arta Tempo		-
20211204 20211203 20211204 20211205 20211206 20211207 20211208 20211209 20211210 20211211	https://www.facebook.com/groups/398435697765812/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei del Valle Seriana se Sei di Clusone se	4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k			1 2 1 5 1 3 2 4 4 1 2	77 721 109 341 137 344 343 860 14 62	0 68 14 54 2 40 20 73 0 6	6 63 16 10 12 16 55 2 0		bello, natalizio stupendo, neve, villeggiante bello, presepe bello, nevicata neve, cuore meraviglia, magia		Orologio Museo Arte Tempo San Defendente, calendario		costo
20211204 20211203 20211204 20211205 20211206 20211206 20211207 20211208 20211209 20211210	https://www.facebook.com/groups/398435697765812/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei dala Valle Seriana se Sei di Clusone se	4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k			1 2 1 5 1 3 2 4 1	77 721 109 341 137 344 343 860 14	0 68 14 54 2 40 20 73 0	6 63 16 10 12 16 55 2		bello, natalizio stupendo, neve, villeggiante bello, presepe bello, nevicata neve, cuore meraviglia, magia abete, Contrade,		Orologio Museo Arte Tempo San Defendente,		costo
20211204 20211203 20211204 20211205 20211205 20211205 20211206 20211207 20211207 20211207 20211210 20211211 20211211	https://www.facebook.com/groups/398495697765812/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei dal Valle Seriana se Sei di Clusone se	4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k			1 2 1 5 5 1 1 3 2 4 4 1 2 5 5 3	77 721 109 341 137 344 343 860 14 62 396 372	0 68 14 54 2 40 20 73 0 6 14 14	6 63 2 16 10 12 12 16 55 2 0 0 8 8		bello, natalizio stupendo, neve, villeggiante bello, presepe bello, nevicata neve, cuore meraviglia, magia		Orologio Museo Arte Tempo San Defendente, calendario		costo
20211204 20211203 20211204 20211205 20211206 20211206 20211207 20211208 20211209 20211210 20211211 20211211	https://www.facebook.com/groups/398495697765612/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/ https://www.facebook.com/groups/392767704203408/	Seriana se Sei del Valle Seriana se Sei di Clusone se	4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k 4.8k			1 2 1 5 1 3 2 4 4 1 2 5	77 721 109 341 137 344 343 860 14 62 396	0 68 14 54 2 40 20 73 0 6 14	6 63 16 10 12 16 55 55 2 0 8		bello, natalizio stupendo, neve, villeggiante bello, presepe bello, nevicata neve, cuore meraviglia, magia abete, Contrade,		Orologio Museo Arte Tempo San Defendente, calendario oratorio, maratona ciclabile, Fiorine,		costo
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Maj, too, had the opportunity to start a partnership with PromoSerio.



As PromoSerio maintains in its website (https://www.valseriana.eu/promoserio/) : "a rebirth of the Valley is possible only by combining energies, creating a true geographical unity between the south and the north of Seriano and a synergy between the protagonists of the territory".

For this reason, as agreed in November, Maj's job was to provide a sentiment analysis by analysing the points of interest and # provided by PromoSerio.

Basically, the work consisted in looking for the points of interest and # on Instagram, Facebook e Twitter. Everyday she had to search every page corresponding to the points of interest indicated by PromoSerio and count how many posts there were on the pages. For each post, the numbers of likes and shares was counted, then trying to understand if the words in the comments were positive, neutral or negative.

It was a hard work, but worthwhile. Maj also took into consideration TripAdvisor and Google Maps. There, there is not a specific period of time to consider, as they represent the situation.

Thanks to the Agcom Communications Observatory we can know the trends on the various social networks. Agcom is an independent authority that ensures correct competition between the operators of the communication market and monitors access to media and sources of information. As emerged from the analysis carried out in March 2020, the number of active Facebook users is 38.4 million, 28.8 million on Instagram and Twitter in last place with 12.8 million. This data can be interesting and useful before proceeding to the analysis of the result for each social media.

On Instagram and Facebook the number of posts proved to be quite high. The trend started dropping during Christmas time. On the other hand, the number of posts increased starting from the day of the Immaculate Conception, because on the 8th, snow started to fall.

Here are the results of Instagram, available in xlsx format from the Google Drive repository.

Comments found under the posts are almost all positive. The only negative ones concern the pandemic condition and the resulting measures adopted (green pass, masks ...).

This appreciation can be due to the fact that the most users are residents, with the aim of promoting their territory – of course they love it. The sentiment analysed may be influenced by the provenience of the users, and just a few of them are visitors.

The table shows that positive adjectives are by far more than the negative ones. They include states of mind in the field of emotions and feelings. Most of the pictures aren't selfie, and so it's understandable that the subject of the photo is living an experience with someone else. The total number of posts in the considered period is 649.



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12	18-dic		1			
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15	29-dic		3			
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Here are the results of Facebook, also available in xlsx format from the Google Drive repository. The situation is quite the same as for Instagram;, what is different is the fact that here the number of like for every post is visible (Instagram removed this feature).

The number of shares is by far higher than the number of likes: people try to diffuse images more than limiting their action to a "thumb up".

Above all the pages have more than 100 followers and 300 likes, even though the number of posts is 174 less than Instagram.



Department of Foreign Languages, Literatures and Cultures Master Course in Planning and Management of Tourism Systems

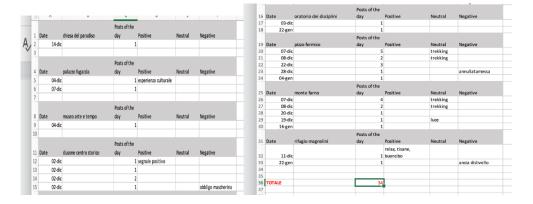
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12-dic	https://www.facebook.com/pages/Pizzo-Formico/152312894804688	272	272	24	54		brava, bellissimo		
13-dic	https://www.facebook.com/pages/Pizzo-Formico/152312894804688	272	272	3	354	20	bella, wow, spettacolo, sogno, spettacolare		fatica
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23-dic	https://www.facebook.com/pages/Pizzo-Formico/152312894804688	272	272	4	159	3	emoticon con cuore		
							love, viaggi, tomarebambini, auguriatutti, cosebelle,		
	https://www.facebook.com/pages/Pizzo-Formico/152312894804688	272	272	53	29		sognarecongliocchi	trekking	
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31-dic	https://www.facebook.com/pages/Pizzo-Formico/152312894804688	272	272	14	20	9			
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13-gen	https://www.facebook.com/pages/Pizzo-Formico/152312894804688	272	272	2	0		relax		
15-gen	https://www.facebook.com/pages/Pizzo-Formico/152312894804688	272	272	2	0				
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				Posts of the					
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Twitter is not pretty used, as it does not offer a great deal of involvement, despite the large number of users. The total number of posts is 34 and there is never a day with more than 5 posts.



On Google and Tripadvisor the situation gives optimistic data. On Google the average appreciation of all the places is 4,54 (out of a maximum of 5 points). The only point of attraction that has a score less than 4 is Rifugio Magnolini.

While on TripAdvisor, the average appreciation of all the places is 4,16 (out of a maximum of 5 points). And still here, the only point of attraction that has a score less than 4 is Rifugio Magnolini.

Here the results:



Department of Foreign Languages, Literatures and Cultures Master Course in Planning and Management of Tourism Systems

1	Nome	Link	Punteggio su 5	Recensioni						
2	Basilica S. Maria Assunta e San Giovanni Battista	https://www.tripadvisor.it/Attraction_Review-g1201172- d7007344-Reviews-Basilica_Di_Santa_Maria_Assunta- Clusone_Province_of_Bergamo_Lombardy.html	4,5							
	Chiesa del Paradiso	https://www.tripadvisor.it/Attraction_Review-g1201172- d8517272-Reviews- Chiesa_della_Beata_Vergine_del_Paradiso- Clusone_Province_of_Bergamo_Lombardy.html	4,5	17						
1	Palazzo Fogaccia	https://www.tripadvisor.it/Attraction_Review-g1201172- d10474082-Reviews-Palazzo_Fogaccia- Clusone_Province_of_Bergamo_Lombardy.html	4,5	6	Ą	ł		https://www.tripadvisor.it/Attraction_Review-g1201172- d7031930-Reviews-Oratorio_dei_Disciplini-		
5	Piazza dell'orologio	https://www.tripadvisor.it/Attraction_Review-g1201172- d7031931-Reviews-Piazza_dell_Orologio- Clusone_Province_of_Bergamo_Lombardy.html	4	45		1	Piazza dell'orologio	Clusone_Province_of_Bergamo_Lombardy.html https://www.tripadvisor.it/Attraction_Review-g1201172- d7031931-Reviews-Piazza_dell_Orologio-	4,5	
5	Chiesa sant'anna	https://www.tripadvisor.it/Attraction_Review-g1201172- d7046758-Reviews-Chiesa_di_Sant_Anna- Clusone_Province_of_Bergamo_Lombardy.html	4	11		1	Rifugio san Lucio	Clusone_Province_of_Bergamo_Lombardy.html https://www.tripadvisor.it/Restaurant_Review-g1201172- d2408137-Reviews-Rifugio_san_lucio-	4	
7	S. Defendente, rifugio dei viaggiatori con S. Martino e Ciclo di vita	https://www.tripadvisor.it/Attraction_Review-g1201172- d8567885-Reviews-Chiesa_di_5_Defendente- Clusone_Province_of_Bergamo_Lombardy.html	45	13			Monte farno	Clusone_Province_of_Bergamo_Lombardy.html https://www.tripadvisor.it/Restaurant_Review-g3210330- d4172840-Reviews-Ristorante_Monte_Famo- Gandino_Province_of_Bergamo_Lombardy.html	4,5 4,5	3
	Danza macraba	Cusone_rrowince_of_bergamo_compandy.html https://www.tripadvisor.it/Attraction_Review-g1201172- d5481248-Reviews-Danza_Macabra- Cusone_Province_of_Bergamo_Lombardy.html	4,5			1	14	https://www.tripadvisor.it/Restaurant_Review-g3210330- d9915726-Reviews-Rifugio_Parafulmine- Gandino_Province_of_Bergamo_Lombardy.html	3,5	
9	Torre dell'orologio	Closone_rownee_of_bergamo_contrary.html https://www.tripadvisor.it/Attraction_Review-g1201172- d7031931-Reviews-Piaza_dell_orologio- Clusone_Province_of_Bergamo_Lombardy.html	4	45				https://www.tripadvisor.it/Restaurant_Review-g642175- d5326080-Reviews-Rifugio_Baita_Cassinelli- Castione_della_Presolana_Province_of_Bergamo_Lombar dv.html	4	1
.0	Oratorio dei disciplini	https://www.tripadvisor.it/Attraction_Review-g1201172- d7031930-Reviews-Oratorio_dei_Disciplini- Clusone_Province_of_Bergamo_Lombardy.html	4,5	36			Rifugio magnolini	https://www.tripadvisor.it/Restaurant_Review-g2370897- d3800606-Reviews-Rifugio_Magnolini- Costa Volpino Province of Bergamo Lombardy.html	,	1
	Piazza dell'orologio	https://www.tripadvisor.it/Attraction_Review-g1201172- d7031931-Reviews-Piazza_dell_Orologio-				1	17 18 MEDIA PUNTEGGI	costa_vopno_rovince_or_pergamo_comparpy.numi	4,166666667	
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	A	В	C	D					
1	Nome	Link	Punteggio su 5	Recensioni		-			
2	Basilica S.Maria Assunta e San Giovanni Battista	https://www.google.com/maps/place/Basilic a+di+Santa+Maria+Assunta/@45.8915442.9 946763,17z/data=13m1!4b1!4m513m41is0x4 783e7a9ebd1b3b7:0x4eaa21f0732b8d018m2 13d45.891561514d9.9489474	4,7	272	10	Museo arte e tempo	https://www.google.com/maps/place/Muse o+Arte+Tempo/@45.8902426,9.945253,17z/ data=13m1l4b1l4m513m411s0x4783e7a9e68 fb70b:0xe8fb070b8707c77a18m213d45.8900 35ldd9.9474286	4,5	8
	Chiesa del paradiso	https://www.google.com/maps/place/Chies a+della+Beata+Vergine+del+Paradiso/@45.8 894903,9.9424915,17z/data=13m114b114m51 3m411s0x4783e70092e97d81:0x52962b804 95b341f8m214d4.889536214d9.9446755	4,6	108	11	Oratorio dei disciplini	https://www.google.com/maps/place/Orato rio+det+Disciplini+di+San+Bernardino/@45.89 14045,9.9462549,17z/data=13m114b114m513 m411s0x4738-7a9ed812497.v0kb55f5807d7 bc718m213d45.891368714d9.9484342	4,7	6
-		https://www.google.com/maps/place/Palazz o+Fogaccia/@45.8907104,9.9487789,172/da ta=l3m1!db114m513m411s0x4783e7a82ff45c ab:0x6aec8ade9a85c54918m213d45.8907059			12	Nuovi e Chiesa	https://www.google.com/maps/search/•%0 9Chiesa+dei+Morti+Nuovi+e+Chiesa+dei+mor ti+Vecchi/@45.8907936,9.8753112,12z/data =l3m1l4b1	4,4	18
	Palazzo Fogaccia	14d9.9509557 https://www.google.com/maps/place/Muse o+della+Basilica+di+Clusone/@45.8915526,9. 9462299.172/data=13m14b114m513m41s0x 4783e7a9e96e5dbb:0xa6a33e3a2cf0eaae!8	4,7	11	13		https://www.google.com/maps/place/Pizzo+ Formico/@45.8475141.9.9151342,15z/data= I3m1!4b1!4m513m41!s0x4783e129afc32765: 0x69690343ea29061ea18m213d45.847514d9.9 23889	4,7	E
	Museo della basilica Chiesa sant'anna	m213d45.891548914d9.9484186 https://www.google.com/maps/place/Chies a+dis-ant/mnn@45.89001735.9.947379.17z /data=I3m114b114m513m411s0x4783e7a9e7 698555:0xa88b2922576c39e818m213d45.89 0133114d9.949572	4,3	3	14	Zuccone	https://www.google.com/maps/place/Bosco +incantato-del+Roccolo+Zuccone/@45.8696 54,9.9437377,17z/data=l3m1l4b1l4m5l3m41 1304783e7b45c00eba1:0xe83d3c099c3c8cc 9l8m2l3d45.8696503l4d9.9459264	5	
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		https://www.google.com/maps/place/Danza +Macabra/@45.891429,9.946355,17z/data= 13m114b114m513m411s0x4783e7a9ec58252d			16		https://www.google.com/maps/search/san+ rocco+clusone/@45.8769653,9.9333296,14z/ data=l3m1l4b1	4,6	10
8	Danza macarba	:0xeed3740739a615fa18m213d45.891425314 d9.9485437	4,8	50	17	Pianone	https://www.google.com/maps/search/pian one+clusone/@45.8019344,9.6649245,11z/d ata=l3m1l4b1	4.4	64
9	Edificio comunale con i meccanismi dell'orologio	https://www.google.com/maps/search/Edifi cio+comunale+con+i+meccanismi+dell'orologi o,+clusone/@45.8909476,9.9459373,17z/dat a=I3m1/4b1	4,6	267	11		https://www.google.com/maps/place/Mont e+Famo/@45.8297361,9.8876342,15z/data= 13m1/4b1/4m513m411s0x4783e112d23bacb3		
-	TRIPAD	VISOR GOOGLE (MAPS)	INSTAGRAM	FB		Monte Famo	:0xe577f715df262fcal8m2l3d45.829722l4d9 .896389	4.6	9

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Monte Blum	https://www.google.com/maps/place/Cappe lla+Alpini+Monte+Blum/@45.9090425.9.974 7112,17z/data=13m1l4b1l4m513m411s0x478 3e7ec1952dd05:0xfa16cd6a8ccfa4e18m213d4 5.909025514d9.9769017	4,7	109
Rifugio parafulmine	https://www.google.com/maps/search/rifugi o+parafulmine+clusone/@45.8475141,9.915 1342,15z/data=!3m1!4b1	4,2	643
Baita cassinelli	https://www.google.com/maps/place/Baita+ Cassinelli/@45.9421521,10.0745144,17z/dat a=i3m1i4b14m8i3m711s0w7883;139774221 0b:0xceb71443dafda13b15m214m111218m21 3d45.942148414d10.0767031	4,2	736
Monte Crosio	https://www.google.com/maps/place/Mont e+Crosio/@45.8861843,9.9385575,17z/data =I3m114b114m513m411s0x4783e726fbb26e1 7:0x168a0f4bbb14278718m213d45.88627314 d9.940908	4,6	12
Rifugio magnolini	https://www.google.com/maps/search/+%0 9Rifugio+Magnolini+/@45.8732482,10.0835 128,17z/data=13m114b1	3,9	503
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TOTALE RECE	NSIONI		5024

To help promote the Rifugio, the following strategies emerged from the workshop's discussion.



- Encouraging posts with a gadget, for example following the scheme: "A free shot every 5 posts" or a reward for the best picture of the month.
- Organizing guided excursions (even with transport for elderly people or people unable to walk) to increase tourism "at high altitude".
- Dedicating a space on the PromoSerio website to lesser known places.

This does not mean that places with many interactions should be abandoned and not valued. It means simply that they are already able to make themselves known, and now it's up to the "alien" places to show themselves.

It was also noted that open air places (squares, mountains ...) are becoming more popular than indoor places. An example is the Museo Arte Tempo, which seems not to be visited too much. Probably, the cause of this situation is the unfortunate global pandemic that leads people to avoid gatherings. What's more, people could prefer staying outside to be free to take off their mask and to breathe fresh air.

What Maj hopes she provided to PromoSerio is an analysis of the points of interest in the territory, in order to have a clearer idea of what to promote and what does not "need" further promotion.

Limitations and problems dealt with the difficulty of counting posts and interactions every day. Another difficulty came from the fact that Instagram does not show the number of likes any longer. Trying to evaluate if a comment / a word / a hashtag has to be considered positive, negative or neutral was also arduous.

Strengths and weaknesses

The workshop's strengths and weaknesses were discussed during the conclusions, shared in the Google Drive repository at https://drive.google.com/drive/folders/1w1JjUZTj06fE0W_iIYF9z2ZaT_3pRYCK.

Strengths include the CBL methodology, the involved entities' maturity (which granted that there was no need to start from scratch in any tourism management issues), the establishment of a successful Facebook page (https://www.facebook.com/laviapriula), and continuity from previous academic years.

Weaknesses concern an insufficient meeting time allowed by the University of Bergamo (18, vs. 30 hours in previous academic years), a low quality of some digital products released (a consequence of insufficient time allowed), no current results in any participations of the involved entities in the Bergamo and Brescia Italian Capitals of Culture 2023 project, and some uncertainty whether the workshop's task – a rebirth in the Alps – will ever be reached. Contributions to the latter process, however, have certainly been provided.